

Date: 2013-06-24

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those of us with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

I started losing my hearing 3 years ago and it is gradually becoming worse. The doctors have no reason as to the why. My quality of life continues to diminish and I have to constantly ask people to slow down or repeat themselves on the phone. This is both embarrassing and frustrating for both me and the person I am on the phone with. I have been an avid phone user since a teenager and now at the age of 47 find myself dreading the use of a phone. However, for my employment and family this is not an option.

For example, in the event of a breakdown on the road, we should be able to call a tow service without worry or frustration.

I am not connected with Miracom or the InnoCaption product in any way. I just have a hearing loss and have great need of this service being available. I struggle to hear and comprehend every word another party says which many times puts me at an even greater disadvantage when using telephone communication.

I am very mobile so the CapTel land line versions of this service do not work for me. I cannot use it when visiting my friends, family, when shopping, or trying to travel which I want to do but it is becoming increasingly more difficult to do so.

I am a Smartphone user who wants a product that will give me the accessibility, convenience, confidence, and mobility to use a mobile voice communication device as it was intended. I need to be able to use my smartphone to communicate with my family each and everyday just as my family does.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user

with their own caption phone number that we can share with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and we start receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all of us to begin using soon.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give us the freedom, security and mobility we need and want, but we need the FCC to approve it quickly so we can begin using it now. I urge the Commission to grant quick approval of this product for our sake.

Thank you for taking serious note of this request.

Sincerely,

Missey Smith

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Overland Park, KS 66212

Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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